

ABSTRACT

Methods, systems, computer program products, and methods of doing business by improving automated processing of customer contact requests such as telephone calls, wherein incoming contact requests (including voice and corresponding data, if any) are programmatically routed to an available customer service representative ("CSR"). A distributed architecture is defined for call center operation, which enables CSRs to access the call center using thin-client devices and also to move about from one physical location to another, yet still be able to access the call center and handle incoming calls. The CSRs may therefore be remotely located. The call center system stores information regarding the CSR's current location, and uses this information when routing customer contact requests.